



JOB FAMILY
POSITION CLASSIFICATION
STANDARD
FOR
ASSISTANCE WORK
IN THE
HUMAN RESOURCES
MANAGEMENT
GROUP, GS-0200

Series Covered By This Standard:
Human Resources Assistance, GS-0203



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INTRODUCTION

This job family standard provides series and specialty definitions, titling instructions, and grading criteria for nonsupervisory one-grade interval administrative support positions in the Human Resources Management Group, GS-0200.

COVERAGE

This job family standard covers the following occupational series:

Series	
Human Resources Assistance	GS-0203

MODIFICATIONS TO AND CANCELLATIONS OF OTHER EXISTING OCCUPATIONAL SERIES AND STANDARDS

Issuance of this job family standard renames or cancels occupational series and classification standards as described in the following table. The table also indicates how to classify work previously covered by classification standards affected by this issuance.

Series		Action Taken / How to Classify Work Previously Covered
Personnel Clerical and Assistance	GS-0203	<ul style="list-style-type: none"> • Cancels this classification standard, last revised in November 1985. • Renames this series. • Classify work previously covered by this series to the Human Resources Assistance Series, GS-0203.
Military Personnel Clerical and Technician	GS-0204	<ul style="list-style-type: none"> • Cancels this classification standard, last revised in June 1967. • Cancels this series. • Classify work previously covered by this series to the Human Resources Assistance Series, GS-0203.



GENERAL SERIES, TITLING, AND OCCUPATIONAL GUIDANCE

This section provides information on series and specialty definitions, titling instructions, and occupational guidance for nonsupervisory one-grade interval administrative support positions in the Human Resources Management Group, GS-0200. It also provides information on titling instructions for supervisors, leaders, and parenthetical specialties in this job family.

HUMAN RESOURCES ASSISTANCE, GS-0203 QUALIFICATION STANDARDS	
Definition	<p>This series covers one-grade interval administrative support positions that supervise, lead, or perform human resources (HR) assistance work requiring substantial knowledge of civilian and/or military HR terminology, requirements, procedures, operations, functions, and regulatory policy and procedural requirements applicable to HR transactions. The work does not require the broad knowledge of Federal HR systems or the depth of knowledge about HR concepts, principles, and techniques that are characteristic of the recognized HR specialist positions in the Human Resources Management Series, GS-0201.</p>
Titling	<p>The basic title for this occupation is <i>Human Resources Assistant</i>. Use the basic title without a parenthetical specialty title (see below) as the official position title for those positions that include two or more specialized HR functions when none predominates or when there is no established specialty. However, if individual circumstances dictate –</p> <ul style="list-style-type: none"> • you may use any combination of parenthetical specialty titles in official position titles; e.g., Human Resources Assistant (Classification/Recruitment & Placement); and/or • for specialties where the parenthetical title combines two functions (i.e., Recruitment & Placement and Employee & Labor Relations), you may use single functions in official position titles; e.g., Human Resources Assistant (Placement) or Human Resources Assistant (Labor Relations). <p>Supervisors and Leaders.</p> <ul style="list-style-type: none"> • Add the prefix “Supervisory” to the title of positions classified using the General Schedule Supervisory Guide. • Add the prefix “Lead” to the title of positions classified using the General Schedule Leader Grade Evaluation Guide. <p style="text-align: right;">(continued)</p>



HUMAN RESOURCES ASSISTANCE, GS-0203 (continued)

Titling (continued)	<p>Parenthetical Titles.</p> <ul style="list-style-type: none"> Use the following parenthetical titles for specialties as defined: <ul style="list-style-type: none"> Information Systems – Work that primarily involves entering and extracting data from HR information systems. Military – Work that involves support of military HR programs and functions Classification – Work that involves support of position classification programs and functions. Recruitment & Placement – Work that involves support of recruitment, selection, placement, job analysis, and workforce planning and analysis. <i>or Recruitment or Placement</i> Employee Benefits – Work that involves support of employee guidance and consultation to agencies, employees, former employees, annuitants, survivors, and eligible family members regarding retirement, insurance, health benefits, and injury compensation. Human Resource Development – Work that involves support of human resource development programs and functions. Performance Management – Work that involves support of performance management programs and/or employee awards programs. Employee & Labor Relations – Work that involves support of employee relations programs in matters related to conduct, performance, attendance, and dispute resolution; and/or work involved in maintaining effective relationships with labor organizations that represent Federal employees, negotiating and administering labor agreements, and providing guidance and consultation to management on a variety of labor relations matters. <i>or Employee Relations or Labor Relations</i> <p>Organizational Titles.</p> <ul style="list-style-type: none"> Use the official position titles as outlined above for human resources management, budget, and fiscal purposes. This does not preclude continued use of organizational or functional titles for internal administration, public convenience, program management, or similar purposes.
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(continued)



HUMAN RESOURCES ASSISTANCE, GS-0203 (continued)**General Occupational Information.**

Human resources (HR) assistants provide support for HR specialists involved in using HR information systems; in delivering HR services to military personnel; and in classification, recruitment and placement, employee benefits, human resource development, performance management, and employee and labor-management relations. They work in HR offices, examining or job information centers or offices, or administrative support offices. They process and document HR actions for a wide variety of employee categories that involve different forms, different authorities, different action codes, and different regulatory authorities, or additional pay systems. Examples of employee categories include:

- General Schedule;
- Federal Wage System;
- Senior Executive Service;
- Foreign Service;
- personnel covered by systems established under a demonstration project authority or other separate statutory authority, such as title 38, United States Code;
- commissioned and enlisted personnel on active military duty and members of the Reserve and the National Guard; and
- retirees, military dependents, or other similar categories.

Work within this series may require the HR assistant to perform one or more of the following:

- obtain missing data from HR files or the appropriate office;
- assist employees in preparing paperwork related to HR actions;
- review finished forms for completeness and adequacy;
- contact individual employees or supervisors by telephone to resolve questions before processing final actions;
- provide information on HR systems, processes and procedures; and/or
- provide brochures, applications and other HR documents to employees.

HR assistants perform limited work within specialty areas requiring a practical knowledge of an HR specialization. They may also perform work in two or more specialty areas. For example, an HR assistant may do support work in both the classification specialty and the recruitment and placement specialty. HR assistant duties in the military specialty area include support work in unique programs such as special benefits in housing or education for veterans of recent conflicts or for their widows or orphans.

Occupational Information



DISTINCTIONS BETWEEN ASSISTANT WORK AND SPECIALIST WORK

It is not always easy to distinguish between assistant positions classified in one-grade interval administrative support occupations and specialist positions classified in two-grade interval administrative occupations. Some tasks are common to both types of occupations, particularly at the higher grade levels of administrative support work and the lower, developmental grade levels of specialist work. To decide the proper occupational series, Human Resources Assistance, GS-0203 or Human Resources Management, GS-0201, consider the characteristics and requirements of the work as well as management's intent in establishing the position. Is it:

- a position that management establishes to support and augment the work of a specialist; or
- a developmental position with clear progression to higher grade levels as a specialist based on progressively more difficult assignments requiring the application of broad HR knowledge, concepts, and principles?

Although some HR assistant duties may be similar to those of HR specialist trainees, specialist trainees are in temporary stages of development performing assignments requiring more judgment and analysis. HR assistant duties are not designed to progress to HR specialist positions. They are designed to support the work of HR specialists or the HR office.

Assistants have boundaries that narrowly restrict their work. In contrast, full-performance specialists use broad HR management knowledge, concepts, and principles to perform a wide variety of work in one or more HR specialty areas. Assistants use a limited variety of techniques, standards, or regulations. Problems they deal with are recurring and have precedents. These limitations impact the breadth and depth of knowledge required, the complexity of problem solving, the applicability of guidelines, and/or the closeness of supervisory controls.

IMPACT OF AUTOMATION

Automation greatly affects the way HR products and services are delivered. Managers can initiate and track multiple actions, obtain up-to-date payroll data, generate ad hoc reports, and run these reports from their desks. Such HR information systems development significantly impacts management and employee expectations about timely and quality service. HR assistants are constantly challenged to learn and function effectively with automation tools.

Although assistants use computers to perform basic work processes, knowledge of the rules and processes in an HR office or pertaining to HR procedures remains the paramount subject matter knowledge required to perform this work. The kind of automation tools involved and the skill required to use them generally replace or supplement work methods and techniques previously performed through manual or machine enhanced processes. Although computers are used to facilitate work within this occupation, the use of automation does not change the primary purpose of the work in the HR occupation. Proper classification of positions within this and other administrative support occupations is based on the relevant knowledge and skills required to perform the primary – in this instance, HR-related – duties of the position.



CROSSWALK TO THE STANDARD OCCUPATIONAL CLASSIFICATION					
<p>1. All Federal agencies that collect occupational data will use the Standard Occupational Classification (SOC) system for statistical data reporting purposes. The Bureau of Labor Statistics will use SOC codes for National Compensation Survey and other statistical reporting. The Office of Personnel Management (OPM) and agencies will develop and maintain the “crosswalk” between the Federal occupational series and the SOC codes to serve this need. As changes occur to the SOC codes, OPM will update this table.</p> <p>2. Some supervisory and managerial positions above the first level of supervision may have a different SOC code based on supervisory status, grade, and pay plan. First-level supervisors retain the SOC code of the nonsupervisory work.</p>					
Federal Occupational Series and Position Titles and Their Related Standard Occupational Classification System Codes					
Occupational Series	Standard Occupational Classification Code Based on Occupational Series		Position Title	Standard Occupational Classification Code Based on Position Title	
Human Resources Assistance, GS-0203	43-4161	Human Resources Assistants, Except Payroll and Timekeeping	Human Resources Assistant Human Resources Assistant (Information Systems) Human Resources Assistant (Military) Human Resources Assistant (Classification) Human Resources Assistant (Recruitment and Placement) Human Resources Assistant (Employee Benefits) Human Resources Assistant (Human Resource Development) Human Resources Assistant (Performance Management) Human Resources Assistant (Labor Relations)	43-4161	Human Resources Assistants, Except Payroll and Timekeeping



EXCLUSIONS

Although some positions may include assistance work requiring some knowledge and skills in the HR assistance area, classification to the Human Resources Assistance Series, GS-0203, in the Human Resources Management Group, GS-0200 may not be appropriate. The following table provides examples of situations where the work may involve the application of related knowledge and skills, but not to the extent that it may warrant classification to the series in this job family.

NOTE: In the table below, job family standard is abbreviated as JFS.

If...	See This Standard or Series Definition:
1. Work involves a broad knowledge of Federal HR systems and/or an in-depth knowledge of the underlying concepts, principles, and techniques characteristic of one or more of the recognized HR specialties.	<u>JFS for Administrative Work in the Human Resources Management Group, GS-0200</u>
2. Work involves posting, maintenance of files, typing, receptionist tasks, processing data using personal computers, coding, and administration and scoring of tests without responsibility for knowledge of civilian HR processes, procedures, and functions.	<u>Appropriate standard or series definition within the General Administrative, Assistant, and Office Services Group, GS-0300</u>
3. Work involves a practical knowledge of the methods, procedures, regulations, and purposes of equal opportunity or civil rights programs.	<u>GS-0361, Equal Opportunity Assistance</u>
4. Work involves duties that primarily require knowledge of payroll rules, regulations, procedures, and functions.	<u>JFS for Clerical and Technical Accounting and Budget Work, GS-0500C</u>



HOW TO USE THIS STANDARD

Evaluate positions on a factor-by-factor basis using the factor level descriptions (FLDs) provided in this standard. Compare each factor in the position description to the appropriate FLDs and/or illustrations in the standard. If the factor information in the position description fully matches an FLD for the series and specialties in the standard, you may assign the level without reviewing the illustrations. FLDs are progressive or cumulative in nature. For example, each FLD for Factor 1 – Knowledge Required by the Position encompasses the knowledge and skills identified at the previous level. Use only designated point values. Record the results of your analysis on the Position Evaluation Summary form that follows. Convert total points for all factors to grade levels using the grade conversion table that follows the FLDs.

This standard provides specialty-specific illustrations as a frame of reference for applying factor level concepts. Do not rely solely on the illustrations in evaluating positions, because they reflect a limited range of actual work examples. The level of work described in some illustrations may be higher than the threshold for a particular factor level. Use the illustrations to gain insights into the meaning of the grading criteria in the FLDs. If the factor information in the position description you are evaluating fails to fully match a relevant illustration, but does fully match the FLD, you may still assign the level.

The FLDs in this standard cover nonsupervisory positions at grades GS-3 through GS-8. Evaluate supervisory and leader positions by applying the appropriate guide.

You will find more complete instructions for evaluating positions in the following OPM publications: [Introduction to the Position Classification Standards](#) and [The Classifier's Handbook](#)



POSITION EVALUATION SUMMARY

Organization _____

Position # _____

Evaluation Factors Standards Used		Factor Level Used (FL#, etc.)	Points Assigned	Comments
1.	Knowledge Required by the Position			
2.	Supervisory Controls			
3.	Guidelines			
4.	Complexity			
5.	Scope and Effect			
6/7.	Personal Contacts and Purpose of Contacts			
8.	Physical Demands			
9.	Work Environment			
S U M M A R Y	Total Points			
	Grade Conversion			

Additional Remarks:

Title, Series, and Grade Assigned:

Date: _____

Agencies may copy for local use.



FACTOR LEVEL DESCRIPTIONS

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of information or facts that an employee must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills necessary to apply that knowledge. You should only select a factor level under this factor when the knowledge described is required and applied.

NOTE: In the tables below, factor level description is abbreviated as FLD. Factor 1 illustrations are located in Appendix F1.

Level 1-2		200 Points
Series	Human Resources Assistance, GS-0203	
	Human Resources Assistant	Illustration(s) (Employee Benefits) (Information Systems) Illustration(s) (Human Resource Development) (Military) Illustration(s) (Performance Management) (Classification) (Employee & Labor Relations) (Recruitment & Placement)
Series/Specialties	Knowledge of, and skill in applying, basic human resources (HR) rules, procedures, and operations sufficient to: <ul style="list-style-type: none"> • accomplish routine support tasks within the HR office; • provide routine information; • complete civilian or military forms and applications for actions or benefits; • request HR records from the records center; • initiate HR actions; • maintain files and/or employee records, position descriptions, training records, or other HR items; and • use a personal computer, terminal, and office software programs to enter data, complete forms, and correct errors and omissions in HR documents, files, and records, as needed. 	
	FLD	



Level 1-3		350 Points
Series	Human Resources Assistance, GS-0203	
	Human Resources Assistant	Illustration(s)
	(Information Systems)	Illustration(s)
	(Military)	Illustration(s)
	(Classification)	Illustration(s)
Series/Specialties	(Employee Benefits)	Illustration(s)
	(Human Resource Development)	Illustration(s)
	(Performance Management)	Illustration(s)
	(Employee & Labor Relations)	Illustration(s)
	(Recruitment & Placement)	Illustration(s)
FLD	Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations sufficient to:	
	<ul style="list-style-type: none"> perform a full-range of support assignments; provide support to HR specialists involved in one or more specialties such as classification, employee benefits, or military; use personal computers to prepare HR documents with complicated formatting, e.g., headers and footers; and use personal computers and software programs in an office environment to extract, revise, or sort information from files, records, or databases. 	

Level 1-4		550 Points
Series	Human Resources Assistance, GS-0203	
	Human Resources Assistant	Illustration(s)
	(Information Systems)	Illustration(s)
	(Military)	Illustration(s)
	(Classification)	Illustration(s)
Series/Specialties	(Employee Benefits)	Illustration(s)
	(Human Resource Development)	Illustration(s)
	(Performance Management)	Illustration(s)
	(Employee & Labor Relations)	Illustration(s)
	(Recruitment & Placement)	Illustration(s)
FLD	Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations sufficient to:	
	<ul style="list-style-type: none"> perform a wide variety of interrelated and/or non-standard HR support work; plan, coordinate, develop facts and/or resolve support problems in one or more HR specialties; use personal computers with office applications to perform operations or to prepare complex documents containing tables or graphs; and use online HR resources to obtain information accessible over the Internet, as needed. 	



Level 1-5		750 Points	
Series	Human Resources Assistance, GS-0203		
	Human Resources Assistant Illustration(s)	(Employee Benefits) Illustration(s)	
Series/Specialties	(Information Systems)	(Human Resource Development) Illustration(s)	
	(Military) Illustration(s)	(Performance Management) Illustration(s)	
	(Classification) Illustration(s)	(Employee & Labor Relations) Illustration(s)	
	(Recruitment & Placement) Illustration(s)		
FLD	Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods sufficient to:		
	<ul style="list-style-type: none"> • carry out limited projects; • analyze a variety of routine facts; • research minor complaints or problems that are not readily understood; and • summarize HR facts and issues. 		



FACTOR 2 – SUPERVISORY CONTROLS

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor or another individual over the work performed, the employee's responsibility, and the review of completed work. The supervisor determines what information the employee needs to know to perform the assignments; e.g., instructions, priorities, deadlines, objectives, and boundaries. The employee's responsibility depends on the extent to which the supervisor expects the employee to develop the sequence and timing of the various aspects of the work, to modify or recommend modification of instructions, and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon the nature and extent of the review; e.g., close and detailed review of each phase of the assignment; detailed review of the completed assignment; spot check of finished work for accuracy; or review only for adherence to policy. The primary components of this factor are: **How Work Is Assigned, Employee Responsibility, and How Work Is Reviewed.**

NOTE: In the tables below, factor level description is abbreviated as FLD.

Level 2-2		125 Points
Series	<p>Human Resources Assistance, GS-0203</p> <p>How Work Is Assigned – The supervisor or designated employee provides continuing assignments indicating:</p> <ul style="list-style-type: none"> generally what is to be done; data and required information; limitations; deadlines; quantities; and priorities. <p>The supervisor provides advice or additional specific instructions for difficult, new, or special assignments including work methods.</p>	
FLD	<p>Employee Responsibility – The employee:</p> <ul style="list-style-type: none"> uses initiative and works independently within the framework established by the supervisor in carrying out recurring assignments such as obtaining, inserting, and correcting missing and incorrect data in an automated HR system; follows limited procedures or is controlled by readily applicable instructions that specifically describe how the work is to be done and the kind of adaptations or exceptions that can be made; and refers specific problems not covered by the supervisor's instructions or standard operating procedures to a supervisor or designated employee for assistance and/or a decision. <p>How Work Is Reviewed – The supervisor or designated employee reviews work to verify accuracy and conformance to procedures and any special instructions. Recurring assignments are reviewed through quality control procedures. Work products may be spot checked for accuracy. The supervisor closely reviews new or difficult assignments such as pay changes or situations that have potential adverse impact.</p>	



	<div>Level 2-3</div> <div>275 Points</div>
<div>Series</div> <div>FLD</div>	<p>Human Resources Assistance, GS-0203</p> <p>How Work Is Assigned – The supervisor makes assignments by:</p> <ul style="list-style-type: none"> • outlining or discussing issues, and • defining objectives, priorities, and deadlines. <p>The supervisor provides assistance in unusual assignments that do not have clear precedents.</p> <p>Employee Responsibility – The employee independently:</p> <ul style="list-style-type: none"> • plans the work; • resolves problems; • carries out successive steps of assignments; • makes adjustments using established practices and procedures; • recommends alternative actions to the supervisor; • handles problems and/or deviations that arise in accordance with instructions, policies, and guidelines; and • refers new or controversial issues to the supervisor for direction. <p>How Work Is Reviewed – The supervisor reviews work products such as:</p> <ul style="list-style-type: none"> • job vacancy announcements; • ranking factors identified for rating schedules; • position descriptions; • job evaluation statements; • recommendations for disciplinary action; and • draft policy statements <p>for technical soundness, appropriateness, and conformity to policies and requirements.</p>



FACTOR 3 – GUIDELINES

This factor covers the nature of guidelines and the judgment employees need to apply them. Individual assignments may vary in the specificity, applicability, and availability of guidelines; thus, the judgment employees use similarly varies. The existence of detailed plans and other instructions may make innovation in planning and conducting work unnecessary or undesirable. However, in the absence of guidance provided by prior agency experience with the task at hand or when objectives are broadly stated, the employee may use considerable judgment in developing an approach or planning the work. Here are examples of guidelines used in assistance work in the Human Resources Management Group:

- Governmentwide human resources (HR) regulations and procedures (e.g., title 5 of the Code of Federal Regulations, OPM Operating Manuals)
- Administrative policies and locally developed guidance
- Employee benefit program requirements
- Position classification, job grading, and qualification standards
- Agency regulations and legislation covering program operations
- Automated HR program procedures
- Local policies, handbooks, and operating procedures
- Reference and coding manuals

Do not confuse guidelines with the knowledge described under Factor 1 – Knowledge Required by the Position. Guidelines either provide reference data or impose certain constraints on applications. For example, in some of the functional areas covered by this standard, there may be several generally accepted methods of accomplishing work, perhaps set forth in an agency operating manual. However, in a particular office, the policy may be to use only one of those methods; or the policy may state specifically under what conditions the office may use each method. The primary components of this factor are: **Guidelines Used** and **Judgment Needed**.



NOTE: In the tables below, factor level description is abbreviated as FLD.

Level 3-1		25 Points
Series	Human Resources Assistance, GS-0203	
FLD	<p>Guidelines Used – The employee uses detailed and specific guidelines, such as:</p> <ul style="list-style-type: none"> • oral and written directives, • operating procedures, • office policies, • equipment operating manuals, • style manuals, and • other standard references. <p>Judgment Needed – The employee follows clear-cut steps outlined in the guidelines provided, such as:</p> <ul style="list-style-type: none"> • sorting documents into appropriate categories; • entering routine data elements into a manual or automated system; and/or • controlling the flow of specific documents. <p>The employee does not deviate from the outlined steps unless the supervisor or designated employee authorizes it.</p>	

Level 3-2		125 Points
Series	Human Resources Assistance, GS-0203	
FLD	<p>Guidelines Used – The employee uses a number of established, procedural guidelines, such as:</p> <ul style="list-style-type: none"> • work samples; • references; and • operating procedures and manuals. <p>Judgment Needed – The employee uses judgment in locating and selecting appropriate guidelines, manuals, references, and procedures for application to specific cases. The employee refers significant proposed deviations or situations to which existing guidelines cannot be applied to the supervisor or a higher-grade co-worker.</p>	



Level 3-3		275 Points
Series	Human Resources Assistance, GS-0203	
FLD	<p>Guidelines Used – The employee uses guidelines that have gaps in specificity and are not applicable to all work situations. Guidelines often lack specificity or are not completely applicable to the work requirements or circumstances.</p> <p>Judgment Needed – The employee selects the most appropriate guideline and decides how to complete the various transactions. For example, this includes using judgment to:</p> <ul style="list-style-type: none"> • devise more efficient methods for procedural processing; • gather and organize information for inquiries; and/or • resolve problems referred by others. <p>In some situations, guidelines do not apply directly to assignments and require the employee to make adaptations to cover new and unusual work situations.</p>	



FACTOR 4 – COMPLEXITY

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work. The primary components of this factor are : **Nature of Assignment, What Needs To Be Done, and Difficulty and Originality Involved.**

NOTE: In the tables below, factor level description is abbreviated as FLD.
Factor 4 illustrations are located in Appendix F4.

Level 4-2		75 Points	
Series	Human Resources Assistance, GS-0203		
	Human Resources Assistant	Illustration(s)	(Employee Benefits) Illustration(s)
	(Information Systems)	Illustration(s)	(Human Resource Development) Illustration(s)
	(Military)	Illustration(s)	(Performance Management) Illustration(s)
	(Classification)	Illustration(s)	(Employee & Labor Relations) Illustration(s)
Series/Specialties	(Recruitment & Placement)	Illustration(s)	
	Nature of Assignment – Work consists of related steps, processes, and standard explanations of methods or programs in a human resources (HR) function.		
	What Needs To Be Done – The employee:		
	<ul style="list-style-type: none">• makes decisions on appropriate actions from various choices and differences among easily recognizable situations, and• uses information that is factual in nature.		
	Difficulty and Originality Involved – The employee:		
FLD	<ul style="list-style-type: none">• recognizes different processes required to assist customers and HR specialists, and• acts or responds differently in factual ways depending upon the variety of organizations served, the variety of positions filled, and similar factors.		



Level 4-3		150 Points	
Series	Human Resources Assistance, GS-0203		
	Human Resources Assistant	Illustration(s)	(Employee Benefits) Illustration(s)
	(Information Systems)		(Human Resource Development) Illustration(s)
	(Military) Illustration(s)		(Performance Management) Illustration(s)
	(Classification) Illustration(s)		(Employee & Labor Relations) Illustration(s)
FLD	(Recruitment & Placement) Illustration(s)		
	Nature of Assignment – Work consists of different and unrelated steps in accomplishing HR assignments and processes.		
	What Needs To Be Done – The employee:		
	<ul style="list-style-type: none"> analyzes factual data, identifies the scope and nature of problems or issues, and determines the appropriate action from among many alternatives. 		
	Difficulty and Originality Involved – The employee identifies and analyzes HR issues and/or problems –		
	<ul style="list-style-type: none"> to determine their interrelationships, and to determine the appropriate methods and techniques needed to resolve them. 		



FACTOR 5 – SCOPE AND EFFECT

This factor covers the relationships between the nature of work; i.e., the purpose, breadth and depth of the assignment, and the effect of work products or services both within and outside the organization. Effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture allowing consistent evaluations. Only consider the effect of properly performed work. The primary components of this factor are: **Scope of the Work** and **Effect of the Work**.

NOTE: In the tables below, factor level description is abbreviated as FLD.

Factor 5 illustrations are located in Appendix F5.

Level 5-1		25 Points
Series	Human Resources Assistance, GS-0203	
Series/Specialties	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Human Resources Assistant </div> <div style="width: 45%; text-align: right;"> Illustration(s) </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> (Employee Benefits) </div> <div style="width: 45%; text-align: right;"> (Information Systems) </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> (Human Resource Development) </div> <div style="width: 45%; text-align: right;"> (Military) </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> (Performance Management) </div> <div style="width: 45%; text-align: right;"> Illustration(s) </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> (Employee & Labor Relations) </div> <div style="width: 45%; text-align: right;"> (Classification) </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> (Recruitment & Placement) </div> <div style="width: 45%; text-align: right;"> </div> </div>	
FLD	<p>Scope of the Work – Work involves repetitive or closely related tasks in support of a human resources (HR) office such as completing forms, filing, and directing inquiries to the appropriate specialist. Work is also designed to familiarize the employee with higher level duties.</p> <p>Effect of the Work – Work facilitates the work of higher-grade employees within the immediate office. Work contributes to the efficiency of the HR office, but has little or no impact beyond the office or HR organization.</p>	



Level 5-2		75 Points	
Series	Human Resources Assistance, GS-0203		
	<div><div>Human Resources Assistant</div><div>(Employee Benefits) Illustration(s)</div><div>(Information Systems) Illustration(s)</div><div>(Human Resource Development) Illustration(s)</div><div>(Military) Illustration(s)</div><div>(Performance Management) Illustration(s)</div><div>(Classification) Illustration(s)</div><div>(Employee & Labor Relations) Illustration(s)</div><div>(Recruitment & Placement) Illustration(s)</div></div>		
Series/Specialties	<div><div>Scope of the Work – Work involves technical services and practices such as:</div><div><div>• screening job applicants on minimum qualifications for initial entry onto a competitor inventory; or</div><div>• verifying job content in establishing identical additional jobs.</div></div></div>		
	<div><div>FLD</div><div>Work also involves applying specific rules or procedures to complete actions in the HR organization.</div><div>Effect of the Work – Work affects the accuracy and reliability of further efforts to perform HR functions within the organization. Work also affects the accuracy of employee records, pay, benefits, and other personnel data maintained by the HR office.</div></div>		



Level 5-3		150 Points	
Series	Human Resources Assistance, GS-0203		
Series/Specialties	Human Resources Assistant	(Employee Benefits)	Illustration(s)
	(Information Systems)	(Human Resource Development)	Illustration(s)
	(Military)	(Performance Management)	Illustration(s)
	(Classification)	(Employee & Labor Relations)	Illustration(s)
	(Recruitment & Placement)		
FLD	<p>Scope of the Work – Work involves treating a variety of routine problems, questions, or situations within the HR office. Work also involves resolving problems using established procedures such as:</p> <ul style="list-style-type: none">• rating employees, in specific lower-grade jobs, for promotion on the basis of their relative abilities;• ranking employees into categories;• applying appropriate standards in determining the titles, grades, and series codes of lower-grade positions;• counseling employees on a variety of minor disciplinary problems.		
	<p>Effect of the Work – Work has a direct effect on the quality and adequacy of employee records, program operations, and services provided through the HR office. Work also affects the social and economic well being of persons serviced through the HR office.</p>		



FACTOR 6 – PERSONAL CONTACTS AND FACTOR 7 – PURPOSE OF CONTACTS

These factors include face-to-face and remote dialogue – e.g., telephone, email, and video-conferences – with persons not in the supervisory chain. (NOTE: Personal contacts with supervisors are under Factor 2 – Supervisory Controls.) The levels of these factors consider and take into account what is required to make the initial contact, the difficulty of communicating with those contacted, the setting in which the contact takes place, and the nature of the discourse. The setting describes how well the employee and those contacted recognize their relative roles and authorities. The nature of the discourse defines the reason for the communication and the context or environment in which the communication takes place. For example, the reason for a communication may be to exchange factual information or to negotiate. The communication may take place in an environment of significant controversy and/or with people of differing viewpoints, goals, and objectives.

Above the lowest levels, credit points under Factors 6 and 7 only for contacts that are essential for successful performance of the work and that have a demonstrable impact on the difficulty and responsibility of the work performed. Factors 6 and 7 are inter-dependent. Accordingly, use the same personal contacts for selection of both the Factor 6 and the Factor 7 levels.

Determine the appropriate level for Personal Contacts and the corresponding level for Purpose of Contacts. Obtain the point value for these factors from the intersection of the two levels as shown on the [Point Assignment Chart](#) at the end of this section.

PERSONAL CONTACTS	
Human Resources Assistance, GS-0203	
Level 1	Other employees in the immediate office or related units. Limited contact with the general public.
Level 2	<p>Employees and managers in the agency, both inside and outside the immediate office or related units, as well as applicants, retirees, beneficiaries, and/or the general public, in moderately structured settings. Contact with employees and managers may be from various levels within the agency, such as:</p> <ul style="list-style-type: none"> • headquarters; • regions; • districts; • field offices; or • other operating offices at the same location.



PURPOSE OF CONTACTS	
Human Resources Assistance, GS-0203	
Level A	To acquire, clarify, or exchange facts or information needed to complete assignments.
Level B	To plan, coordinate, or advise on work efforts, or to resolve issues or operating problems by influencing or persuading people who are working toward mutual goals and have basically cooperative attitudes.

POINT ASSIGNMENT CHART			
Human Resources Assistance, GS-0203			
		Purpose of Contacts	
		A	B
Personal Contacts	1	30	60
	2	45	75

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FACTOR 8 – PHYSICAL DEMANDS

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in *section 5545(d), of title 5, United States Code, and Subpart I of part 550 of title 5, Code of Federal Regulations.*

NOTE: In the table below, factor level description is abbreviated as FLD.

Level 8-1		5 Points
Series	Human Resources Assistance, GS-0203	
FLD	The work is sedentary. Some work may require periods of standing at a counter. Employees frequently carry light items such as employee files or pamphlets. The work does not require any special physical effort.	

FACTOR 9 – WORK ENVIRONMENT

NOTE: Laws and regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in *section 5545(d), of title 5, United States Code, and Subpart I of part 550 of title 5, Code of Federal Regulations.*

NOTE: In the table below, factor level description is abbreviated as FLD.

Level 9-1		5 Points
Series	Human Resources Assistance, GS-0203	
FLD	The work area is adequately lighted, heated, and ventilated. The work environment involves everyday risks or discomforts that require normal safety precautions.	



GRADE CONVERSION TABLE

Convert total points on all evaluation factors to General Schedule (GS) grades using the following table. The shaded area(s) reflect grade levels commonly attained in this job family .

Point Range	GS Grade
190-250	1
255-450	2
455-650	3
655-850	4
855-1100	5
1105-1350	6
1355-1600	7
1605-1850	8
1855-2100	9
2105-2350	10
2355-2750	11
2755-3150	12
3155-3600	13
3605-4050	14
4055-up	15



APPENDICES

APPENDIX F1 – FACTOR 1 ILLUSTRATIONS

Level 1-2: Human Resources Assistant, GS-0203

Knowledge of, and skill in applying, human resources (HR) rules, procedures, and operations sufficient to:

- review documents for completeness and to ensure the presence of signatures, dates, and attachments;
- verify employment information according to office procedures;
- obtain information, maintain listings, and maintain files;
- locate information in official HR folders;
- provide general information concerning HR processes and procedures; and
- refer inquiries about specific issues or actions to the appropriate specialist.

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Level 1-2: Human Resources Assistant (Information Systems), GS-0203

Knowledge of, and skill in applying, basic HR rules, procedures, and operations in an HR automated system sufficient to:

- log HR action requests into the automated tracking system;
- forward the action through the system to an HR specialist or other employee assigned to perform the next action on the document;
- obtain general information concerning employees;
- enter data, complete forms, and add missing information to HR documents, files, and records; and
- retrieve, print, or store automated information.

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Level 1-2: Human Resources Assistant (Military), GS-0203

Knowledge of, and skill in applying, military HR rules, procedures, and operations sufficient to:

- screen and/or check information in service records such as date of birth, length of service, ribbons, marital status, or citizenship for completeness and accuracy;
- distribute, file, or forward documents electronically or by hand to the appropriate office or individual; and
- make additions, revisions, or deletions to records.

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Level 1-3: Human Resources Assistant, GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning new employee orientation sufficient to explain general retirement provisions and an overview of employee benefits to employees; and assist employees in completing employment documents.

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Level 1-3: Human Resources Assistant (Information Systems), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations in an HR automated system sufficient to:

- process a full range of recurring career-conditional, career, temporary, limited appointments, separations, position, and pay changes;
- process changes for positions in the competitive service as well as a few excepted appointments for special employment programs; and
- process actions for positions in one or more pay schedules; e.g., General Schedule and Federal Wage System.

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Level 1-3: Human Resources Assistant (Military), GS-0203

Knowledge of, and skill in applying, a standardized body of military HR rules, procedures, and operations concerning the advancement and educational support for the service member sufficient to:

- assure member is qualified to take examinations;
- proctor military or special examinations;
- provide general information to military members on Montgomery GI Bill entitlements; and
- help service members complete training forms for use in obtaining college credit.

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Knowledge of, and skill in applying, a standardized body of military HR rules, procedures, and operations concerning training requirements sufficient to:

- screen training requests submitted by field units;
- assure course prerequisites are met for the requested training;
- identify training quotas;
- issue message orders for the requested training;
- establish start dates for courses using the Training Management System database;
- prepare reports; and
- issue cost accounting data for training.

(continued)



Level 1-3: Human Resources Assistant (Military), GS-0203 (continued)

Knowledge of, and skill in applying, a standardized body of military HR rules, procedures, and operations concerning arriving and departing military personnel sufficient to:

- receive, review and process military personnel actions; and
- determine the appropriate primary and secondary military occupational specialty codes, the nature of last discharge, the nature of reserve obligations, eligibility for transfer from one branch or organizational component to another, eligibility for promotion, and similar matters.

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Knowledge of, and skill in applying, a standardized body of military HR rules, procedures, and operations sufficient to:

- initiate or review documents for payments including requests for uniform allowances, retroactive pay, and pay adjustments due to promotion or increased longevity or for performance of inactive duty training;
- review records, verify data affecting payment such as longevity, withholding deductions, disability allowance waivers, etc.; and
- prepare vouchers for authorized payments.

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Knowledge of and skill in applying a standardized body of military HR rules, procedures, and operations sufficient to:

- examine information contained in applications, statements of service, correspondence, official military HR folders, and official publications;
- identify periods of active and inactive service, time lost, etc., by type of service (i.e., Enlisted, Warrant Officer, Commissioned Officer) and category (i.e., regular, Reserve, National Guard, etc.);
- compute total creditable service for retirement or other purposes; and
- initiate actions requesting clarification relating to creditability of certain types of service.

Level 1-3: Human Resources Assistant (Classification), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning position classification sufficient to:

- provide program information;
- identify identical additional positions;
- reconcile organizational records with master personnel files;
- identify the appropriate coding and automated computer processing procedure to process HR actions;
- enter, revise, sort, calculate, or retrieve data for standard reports; and
- locate and retrieve generic position descriptions for specialists or supervisors from the agency automated position description library.

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Level 1-3: Human Resources Assistant (Recruitment & Placement), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning recruitment and placement sufficient to:

- answer inquiries concerning merit promotion procedures, procedures for reinstatement or transfer to another Federal agency, and job vacancies for which applications are being accepted;
- identify whether a test needs to be administered;
- identify whether employees applying for promotions meet time-in-grade requirements; and
- identify appropriate regulatory codes, nature of action, and the appropriate pay step to be entered on the HR action request.

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Level 1-3: Human Resources Assistant (Employee Benefits), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning employee benefits sufficient to:

- assist employees seeking general information concerning retirement benefits, disability, and other types of employee benefits programs;
- provide information concerning conditions to be met for reinstatement of insurance, conversion of life insurance, basic features of programs, and options associated with retirement including voluntary retirement, disability retirement, discontinued service, early out, buy-outs, and other reduction-in-force provisions;
- provide information concerning survivor benefits, voluntary deposits and redeposits, disability benefits, health and life insurance options, public pension offset, windfall elimination, Social Security, Thrift Savings Plan, and other current and emerging provisions;
- prepare initial retirement annuity estimates; and
- assist employees with the preparation and submission of retirement applications and/or retirement fund redeposits.

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Level 1-3: Human Resources Assistant (Human Resource Development), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning human resource development sufficient to:

- process training requests and training contracts;
- coordinate notification of employees approved for training;
- verify that training was completed;
- compile periodic training reports; and
- provide general information about the courses available, dates to be held, etc.

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Level 1-3: Human Resources Assistant (Performance Management), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning incentive award processing procedures such as numbering system, established routing patterns, correspondence, and report requirements sufficient to:

- assign control numbers;
- review submissions for completeness; and
- request missing information from submitting office.

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Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning employee awards sufficient to:

- compile statistical reports consisting of computation of average rates of participation, adoption, tangible benefits, total amount awarded, distribution of performance awards by grade level and organizational components;
- arrange award ceremonies by reserving space, arranging for printing of programs, preparing award certificates, etc.; and
- identify employees eligible for length-of-service awards and prepare and distribute career service certificates.

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Level 1-3: Human Resources Assistant (Employee & Labor Relations), GS-0203

Knowledge of, and skill in applying, a standardized body of HR rules, procedures, and operations concerning labor relations sufficient to:

- arrange for proofreading, printing, and distribution of union contracts;
- arrange for arbitration hearings by reserving space, arranging for parking, obtaining copies of documents, and notifying participants of dates and times, etc.; and
- process union dues deductions and requests for allotment changes.

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Level 1- 4: Human Resources Assistant (Information Systems), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations in an HR automated system sufficient to:

- process a variety of unique HR actions such as: details to State governments, foreign countries, or international organizations; special appointments and programs such as consultants, visiting program for scientists, associates, fellows, residents, and various student employment programs;
- process a wide variety of unique appointments, pay treatments, regulatory authorities, approvals and support documents, changes in duty stations, positions subject to foreign compensation, and frequent transfers of functions;
- process actions for positions filled by employees in the excepted service under an HR system unique to the agency;
- process conversions between HR systems such as from the Commissioned Corps to the General Schedule, and vice versa;
- answer requests for retroactive HR actions that require tracing employee's history and applying pertinent technical references, conditions, or precedents;
- arrange for overseas transfers; and
- obtain budget, travel, security, and related local clearances, as required, from headquarters.

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Level 1- 4: Human Resources Assistant (Military), GS-0203

Knowledge of, and skill in applying, an extensive body of military HR rules, procedures, and operations concerning records and documents sufficient to:

- interpret data to determine facts surrounding improper actions committed by service members;
- perform a complete review of records and other case documentation of fraudulent enlistment or assignments;
- review documentation of actions leading to the removal of military members from active or inactive status; and
- ensure that documentation is correct and sufficient and that all levels of legal, medical, and administrative review are complete.

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Knowledge of, and skill in applying, an extensive body of military HR rules, procedures, and operations concerning cases that involve allegations of inequitable, prejudiced, or similar treatment sufficient to:

- review records and documents to develop facts and issues;
- research and provide explanations regarding rules, procedures, and requirements to military employees;
- outline options for the case and recommend appropriate action; and
- answer questions and prepare reports pertaining to the case.

(continued)



Level 1- 4: Human Resources Assistant (Military), GS-0203 (continued)

Knowledge of, and skill in applying, an extensive body of military HR rules, procedures, and operations concerning military promotion requirements sufficient to:

- make initial recommendations on eligibility for promotion;
- identify discrepancies in selectee records;
- screen district officer lists and develop lists of all enlisted personnel and commissioned officers eligible for promotion based on date of rank and schedule of pending promotion boards;
- reconcile headquarters promotion eligible lists; and
- coordinate with headquarters and selectees to resolve outstanding issues.

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Knowledge of, and skill in applying, an extensive body of military HR rules, procedures, and operations concerning military retirement requirements sufficient to:

- make initial determinations on officer and airman eligibility for retirement and completion of active duty service commitments; and
- identify proper grade for retirement or determine eligibility for advancement to a higher grade by referring to computerized listings of service computations.

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Level 1- 4: Human Resources Assistant (Classification), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations concerning position classification sufficient to:

- assist staff making classification determinations by interviewing supervisors to determine that content of job warrants use of an identical additional position number;
- review competitive levels for discrepancies and adequacy of justifications;
- rewrite justifications for review by staff making classification determinations;
- assist staff making classification determinations by identifying classification criteria in standards and preparing for desk audits; and
- locate and retrieve classification information from other agencies or OPM using the Internet.

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Level 1- 4: Human Resources Assistant (Recruitment & Placement), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations concerning recruitment and placement sufficient to:

- screen applications to determine if they meet minimum requirements for initial entry onto an applicant supply file;
- apply specified factors to place applicants in rank order on an inventory or register used to fill a few kinds of related lower-grade positions;
- provide information and advice on the use of automated HR action processing systems; and
- identify training needs and probationary requirements for newly selected supervisors.

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Level 1- 4: Human Resources Assistant (Employee Benefits), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations concerning employee benefits sufficient to research problems by doing the following:

- obtain relevant facts about the problem;
- evaluate the adequacy of these facts in light of established precedents; and
- explain options available to the employee based upon analysis of individual circumstances, etc.

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Level 1- 4: Human Resources Assistant (Human Resource Development), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations concerning human resource development sufficient to:

- assist employees in obtaining training and education;
- select individuals for training on the basis of relatedness of subject matter to the mission of the organization when courses are oversubscribed;
- assure employees meet prerequisites for course; e.g., grade level and previous courses completed;
- revise and administer questionnaires to survey employee interest in specific training/seminars;
- interview interns and employees in upward mobility programs at various stages of their career development to verify progress, ascertain continued interest, and resolve problems; and
- substitute similar courses to resolve conflicts in employee schedules.

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Level 1- 4: Human Resources Assistant (Performance Management), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations concerning incentive awards sufficient to:

- screen justifications for individual cash awards other than rating-based awards;
- select appropriate reviewing officials; and
- review subject matter of suggestions for similarities to previous or other submissions.

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Level 1- 4: Human Resources Assistant (Employee & Labor Relations), GS-0203

Knowledge of, and skill in applying, an extensive body of HR rules, procedures, and operations concerning employee and labor relations sufficient to:

- provide answers to recurring types of questions and explanations of HR policy;
- informally resolve recurring issues by explaining basic HR policies such as approvals of sick leave; and
- interview supervisors to develop facts about reported rumors or to obtain background information regarding particular incidents or working conditions.

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Level 1-5: Human Resources Assistant, GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods sufficient to:

- make presentations following established lesson plans for routine administrative support subjects;
- conduct interviews to identify and organize pertinent facts of a situation;
- provide advice to employees regarding minor problems of employee conduct, dissatisfaction, or poor work habits;
- explain to supervisors the nature of records or sequence of actions required in connection with recurring disciplinary problems such as excessive unplanned absences;
- assist supervisors in writing admonishment letters; and
- explain options to employees when they are dissatisfied with their performance rating.

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Level 1-5: Human Resources Assistant (Military), GS-0203

Knowledge of, and skill in applying, a comprehensive body of military HR rules, procedures, and technical methods sufficient to:

- research appeals or other inquiries relating to the validity of efficiency or fitness ratings to establish the conditions existing at the time the rating was rendered;
- study the military personnel records of both the member being rated and rating officials, Board testimony and proceedings, Inspector General's investigations and reports, and organizational records, duty code books, medical records, and similar documents;
- analyze the information in relation to the requirements, spirit, and intent of governing regulations; and
- determine the propriety (or lack thereof) of the rating of record.

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Level 1-5: Human Resources Assistant (Classification), GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods concerning position classification sufficient to:

- assist HR specialists by classifying a variety of lower grade-level positions by reviewing the position description and organization structure, and obtaining required information from the supervisor;
- review the appropriate positions classification standards and information about the organization;
- identify classification issues and problems where the answers are not readily apparent; and
- answer general questions from supervisors and employees regarding procedures for classifying positions.

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Level 1-5: Human Resources Assistant (Recruitment & Placement), GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods concerning recruitment and placement sufficient to:

- conduct recruitment/examining activities for common lower-grade positions;
- make appropriate modifications to standard or precedent announcement(s);
- review applications to assess applicants' basic qualifications;
- prepare appropriate certificate;
- take appropriate action upon selection; and
- advise selecting official on hiring procedures and requirements.

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Level 1-5: Human Resources Assistant (Employee Benefits), GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods concerning employee benefits sufficient to:

- provide advice and assistance to employees regarding employee benefit problems and issues; and
- research, identify, and explain complicated and in-depth employee benefit-related issues such as health benefits conversion and complicated annuity calculations and information.

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Level 1-5: Human Resources Assistant (Human Resource Development), GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods concerning human resource development sufficient to:

- make presentations following established lesson plans for routine administrative support subjects;
- recommend changes in presentation content or various aspects of the human resource development program; and
- determine whether proposed training will affect employee qualifications or eligibility for entry into other jobs or career patterns.

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Level 1-5: Human Resources Assistant (Performance Management), GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods concerning the incentive awards program sufficient to:

- recommend dollar amounts of awards based on local precedent and regulations;
- prepare summary descriptions of approved awards for publication; and
- outline the reasons why the awards committee did not recommend approval.

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Level 1-5: Human Resources Assistant (Employee & Labor Relations), GS-0203

Knowledge of, and skill in applying, a comprehensive body of HR rules, procedures, and technical methods concerning labor relations, negotiated contract(s), and labor-management objectives, policies, and procedures sufficient to:

- resolve minor union complaints and allegations;
- research case law to identify precedents for current labor relations problems, or search similar unfair labor practice complaints for potential problems in handling current cases;
- review previous labor relations cases to identify major issues and compare with current case;
- ask questions of union members to obtain facts concerning complaints or grievances;
- explain employee rights, management rights, procedures for filing grievances, and the distinction between the union contract and established HR policies; and
- explain alternative processes to resolve issues and problems; e.g., using interest-based bargaining or alternative dispute resolution.

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APPENDIX F4 – FACTOR 4 ILLUSTRATIONS

Level 4-2: Human Resources Assistant, GS-0203

Nature of Assignment – Provides basic information to employees concerning HR policy, practices, and processes.

What Needs To Be Done – Responds to inquiries and provides HR information concerning standard processing procedures and requirements related to human resource development, training, and education and other HR services. Asks routine questions to clarify what kind of information the employee is seeking. Provides basic information to employees concerning basic issues such as leave policies, procedures for obtaining maternity leave, practices in connection with court leave, or compiling data on sick leave usage.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as the kind of information employees are seeking, or nature of the basic issue. For complicated questions or inquiries, the assistant refers employees to an HR specialist or supervisor for assistance.

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Nature of Assignment – Conducts new employee orientation.

What Needs To Be Done – Administers the Oath of Office to new employees. Explains hours of work and leave accrual, describes local facilities, and provides information concerning the Federal Employee Health Benefits Program such as eligibility, enrollment, cost, coverage, and time limits for filing forms. Assists new employees in completing security forms.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as;

- which forms, documents, and other paperwork new employees must complete; and
- the proper procedures to complete the paperwork.

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Level 4-2: Human Resources Assistant (Information Systems), GS-0203

Nature of Assignment – Completes a variety of related and recurring HR actions for an assigned segment of the organization.

What Needs To Be Done – Prepares to input, edit, or update HR information in the computer by:

- making initial determinations regarding whether routine requests to fill vacancies should be treated as recruitment actions or as internal promotion actions;
- establishing due dates for probationary periods, within-grade increases, and conversion to career appointments;
- checking the accuracy of organizational and position data;
- checking action request for inclusion of supporting documents; and
- determining the nature of actions needed to update employee data.

Inputs, edits, or updates HR information in the computer.

Difficulty and Originality Involved - Determines easily recognized differences in situations such as;

- the appropriate nature of action code required to process actions; and
- whether all requirements are met to code and input data into the HR automated system.

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Level 4-2: Human Resources Assistant (Military), GS-0203

Nature of Assignment – Receives, reviews, and processes HR actions for arriving and departing military personnel.

What Needs To Be Done – Reviews and processes documents, including retirement applications and permanent changes of station. Provides logistical support for special examinations. Provides information to service members concerning entitlements.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as:

- contradictory entries in efficiency reports;
- consistency of opinions regarding ratee's character or integrity with statements of fact; and
- consistency and authorization of military rating, endorsing, and reviewing officials.

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Level 4-2: Human Resources Assistant (Classification), GS-0203

Nature of Assignment – Assists staff who make classification determinations and employees seeking classification assistance or information.

What Needs To Be Done – Makes pen and ink changes, organizational changes, amendments, and changes in position sensitivity on position descriptions. Provides basic program information regarding standard processing procedures and requirements related to position classification. Establishes and maintains subject matter files and agency guidance, etc. Prepares various classification reports and studies.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as signature and document requirements for establishing and/or changing position descriptions .

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Level 4-2: Human Resources Assistant (Recruitment & Placement), GS-0203

Nature of Assignment – Maintains one or more registers of employees eligible for positions.

What Needs To Be Done – Screens applications for completeness. Prepares notices of rating. Enters the information into the automated HR system. Selects candidates to certify. Audits returned certificates. Updates registers to show action on the certificate.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as:

- the appropriate action code for each listed eligible;
- whether the veterans' preference requirements and "rule of three" have been observed; and
- whether the applications for selected candidates have been retained and that dates of entrance on duty are shown.

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Level 4-2: Human Resources Assistant (Employee Benefits), GS-0203

Nature of Assignment – Provides basic information to employees concerning the Federal Employee Health Benefits Program, the Thrift Savings Plan (TSP), Federal Employee Group Life Insurance Program, and routine retirement actions.

What Needs To Be Done – Explains eligibility requirements, the enrollment process, and basic features of the employee benefits program; e.g., cost, coverage, and time limits for filing. Processes simple claims submitted by employees for compensation benefits.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as;

- eligibility requirements for various benefits;
- enrollment processes for TSP and various insurance and retirement programs; and
- processing procedures for employee benefits.

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Level 4-2: Human Resources Assistant (Human Resource Development), GS-0203

Nature of Assignment – Provides assistance and support concerning human resource development.

What Needs To Be Done – Provides basic information to employees concerning human resource development such as approval for training, changes in schedules, course availability, and course dates. Maintains career development files, manual and/or electronic training records, and training funds/accounts.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as:

- changes in training schedules or course availability;
- processing procedures for different types of training or education; and
- processing procedures for training funds and other accounts.

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Level 4-2: Human Resources Assistant (Performance Management), GS-0203

Nature of Assignment – Provides assistance and support concerning employee awards programs.

What Needs To Be Done – Processes incentive awards and provides support and assistance in the office by:

- assigning control numbers to awards;
- reviewing award submissions for completeness;
- requesting missing information from submitting office;
- compiling statistical reports; and
- making arrangements for awards ceremonies.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as:

- what information is required to complete submissions; and
- what is needed for the awards ceremonies.

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Level 4-2: Human Resources Assistant (Employee & Labor Relations), GS-0203

Nature of Assignment – Provides assistance to specialists in the labor relations program and provides basic information to employees concerning the labor relations program.

What Needs To Be Done – Makes arrangements for proofreading, printing, and distribution of union contracts. Reserves rooms and parking spaces for participants at arbitration hearings. Provides basic information to participants such as dates and times of hearings.

Difficulty and Originality Involved – Determines easily recognized differences in situations such as the acceptability of meeting rooms for arbitration hearings or convenience of parking spaces.

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Level 4-3: Human Resources Assistant, GS-0203

Nature of Assignment – Determines steps to be taken in processing a wide variety of unrelated HR actions under different situations that require different treatment.

What Needs To Be Done – Makes the following determinations:

- whether a new appointee has previous Federal service,
- whether the periods of prior service are creditable,
- the eligibility of an employee for Federal benefits,
- whether the employee previously completed the probationary period,
- whether the position to which the employee is assigned is obligated,
- special security clearance requirements of positions,
- continuous creditable service for appointment conversion,
- compatibility of the regulatory authority and nature of action to be used with the purpose of the action, and
- whether the proposed positions are within the authorized ceiling.

Reconciles master HR records against computer files and/or against records that the organization maintains.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques needed to resolve problems and identify issues such as:

- the facts regarding employees and positions that impact completion of the action;
- computation problems as a result of an employees record containing many breaks in service, leave without pay, and questionable creditability or coverage; and
- appointment conversion processing complicated by previous work history, military service, and education.

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Level 4-3: Human Resources Assistant (Military), GS-0203

Nature of Assignment – Develops appeals cases that require final decision by boards of review.

What Needs To Be Done – Summarizes salient facts and issues of appeals cases such as:

- brief chronology with questions to be decided, potential effects of alternative decisions, legal or regulatory issues involved, or policy and past decisions that have a direct or indirect bearing on the case;
- assessment of character, behavior or other intangibles based on facts,
- opinions and other evidence brought together from the case submission, military records, and contacts with legal, medical and other sources; and
- other recommendations and opinions for consideration by the review board in rendering decisions .

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques needed to resolve problems in the consistency of the events surrounding a case with the opinions of the case and other pertinent evidence and facts.

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Level 4-3: Human Resources Assistant (Classification), GS-0203

Nature of Assignment – Reviews current classification standards to analyze and classify positions.

What Needs To Be Done – Recommends pay plan, series, title, and grade level for noncontroversial lower-grade assistant or other administrative support positions. Prepares standard justifications in support of recommended classifications.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques needed to support recommendations for the classification of noncontroversial lower-grade position descriptions.

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Level 4-3: Human Resources Assistant (Recruitment & Placement), GS-0203

Nature of Assignment – Evaluates applications and ranks applicants for a variety of lower-grade positions.

What Needs To Be Done – Identifies major duties of the positions being filled. Compares requirements of the positions being filled with the backgrounds of applicants to determine that minimum eligibility requirements have been met. Determines the relative degree to which applicant experience meets various rating factors. Ranks applicants based on their demonstrated ability to perform specific work.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques needed to resolve problems and identify issues such as the difference between the major duties of vacant assistant or administrative support positions and eligibility of applicants.

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Level 4-3: Human Resources Assistant (Employee Benefits), GS-0203

Nature of Assignment – Provides information and assistance to employees concerning issues and intricate employee benefits provisions.

What Needs To Be Done – Provides information and assistance to employees regarding program requirements, processing procedures, and issues of various types of retirement programs including voluntary, disability, discontinued service, early out, buy-outs, and other reduction-in-force provisions. Explains survivor benefits, computations, health and life insurance options, public pension offset, windfall elimination, Social Security, Thrift Savings Plan, and other current and emerging provisions. Assists employees with problems applying for benefits.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques needed to resolve problems employees are having in:

- understanding the benefits requirements; and
- obtaining benefits.

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Level 4-3: Human Resources Assistant (Human Resource Development), GS-0203

Nature of Assignment – Assists employees in obtaining training and education.

What Needs To Be Done – Assures employees requesting training have met the prerequisites. Resolves conflicts in employee schedules by selecting course substitutions. Interviews interns and employees in upward mobility programs to assess progress and resolve any problems. Assists specialists as they meet with supervisors to determine training needs of their organization.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques to identify and resolve problems employees or supervisors have in selecting or obtaining training.

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Level 4-3: Human Resources Assistant (Performance Management), GS-0203

Nature of Assignment – Provides support and assistance in the employee awards area.

What Needs To Be Done – Completes rating-based and other awards processing by:

- recommending dollar amounts of awards;
- preparing summary descriptions of approved awards; and
- outlining the reasons why the awards committee did not recommend approval.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques to identify and resolve problems involving rating-based and other awards.

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Level 4-3: Human Resources Assistant (Employee & Labor Relations), GS-0203

Nature of Assignment – Informally resolves complaints.

What Needs To Be Done – Meets with employee to discuss complaints. Suggests actions to resolve the problem or helps the employee contact the person or office that can help the employee resolve the issue.

Difficulty and Originality Involved – Determines interrelationships and appropriate methods and techniques to identify and resolve simple problems concerning management and employee rights. Refers potentially controversial or significant problems to specialists.



APPENDIX F5 – FACTOR 5 ILLUSTRATIONS

Level 5-1: Human Resources Assistant, GS-0203

Scope of the Work – Ensures completeness of human resources (HR) forms and job applications. Maintains applicant files. Distributes and tracks HR action requests. Compiles lists of active vacancies. Requests certificates. Electronically updates position descriptions. Enters codes into the computer for HR actions.

Effect of the Work – Work contributes to the efficiency of the office.

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Level 5-1: Human Resources Assistant (Military), GS-0203

Scope of the Work – Screens service records and other military HR forms or reports to extract specified items of information such as dates, titles, and locations for posting to other records. Checks military personnel records to insure completeness and proper sequence of forms. Assures required signatures are present. Distributes documents to the appropriate offices.

Effect of the Work – Work contributes to the efficiency of the office.

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Level 5-2: Human Resources Assistant (Information Systems), GS-0203

Scope of the Work – Identifies appropriate information required to process actions. Corrects discrepancies on automated HR action requests.

Effect of the Work – Corrections on automated HR action requests affect the accuracy of HR actions and related pay determinations.

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Level 5-2: Human Resources Assistant (Military), GS-0203

Scope of the Work – Screens records of nominees for special assignments or schools to identify those qualified in accordance with special requirements relating to the assignment of the military member. Assures basic regulatory requirements are met regarding rank, previous education or training, and previous assignments.

Effect of the Work – Work affects the accuracy of special assignments or school assignments for military employees.

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Level 5-2: Human Resources Assistant (Classification), GS-0203

Scope of the Work – Verifies job content in establishing identical additional positions. Obtains automated positions descriptions from files or from the agency computer database. Maintains files.

Effect of the Work – Accuracy and efficiency of the work affects the reliability of services the office provides.

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Level 5-2: Human Resources Assistant (Recruitment & Placement), GS-0203

Scope of the Work – Screens job applicants on minimum qualifications for initial entry into a competitive inventory. Provides information to employees or job applicants concerning:

- recruitment and placement procedures and processes;
- the results of consideration for employment; and
- the results of consideration for promotion.

Effect of the Work – Accuracy in screening job applicants and providing information affects the quality of services the office provides.

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Level 5-2: Human Resources Assistant (Employee Benefits), GS-0203

Scope of the Work – Processes benefit requests applying local requirements, obtains required information or supporting documentation, provides basic information concerning employee benefits to employees, and prepares statistical reports.

Effect of the Work – The completeness of submissions and supporting documents affects timeliness and the ability of the organization to process and maintain accurate HR records. The work affects the reliability of services the office provides.

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Level 5-2: Human Resources Assistant (Human Resource Development), GS-0203

Scope of the Work – Screens training requests for discrepancies. Controls the maintenance of training and career development funds. Provides information regarding the availability of specific courses, numbers of employees completing training, or how to prepare training requests.

Effect of the Work – The work affects the accuracy and reliability of training reports and training vendors' bills and ability of employees to acquire training courses and education.

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Level 5-2: Human Resources Assistant (Performance Management), GS-0203

Scope of the Work – Processes awards and provides support and assistance in the awards office. Prepares statistical reports and makes arrangements for ceremonies.

Effect of the Work – The work affects the quality of services the awards office provides.

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Level 5-2: Human Resources Assistant (Employee & Labor Relations), GS-0203

Scope of the Work – Provides arrangements for arbitration hearings in terms of meeting rooms, records, and special needs. Reviews dues deductions and requests for allotment changes for accuracy.

Effect of the Work – The work affects the quality of services the labor relations office provides and the working relationship between labor and management.

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Level 5-3: Human Resources Assistant (Military), GS-0203

Scope of the Work – Reviews military records and other case documentation on actions that may affect the career of the military member. Ensures documentation is procedurally correct and complete, and adheres to military policy and regulation. Summarizes relevant facts and issues regarding proposed action. Outlines options, and recommends appropriate action. Cases include allegations of inequitable, prejudiced, or similar treatment having major effects on career or service.

Effect of the Work – Unfavorable outcomes may result in military member's career separation and loss of status.

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Level 5-3: Human Resources Assistant (Classification), GS-0203

Scope of the Work – Reviews a variety of classification standards, relevant position descriptions found in agency web pages, or automated HR system to determine and recommend the appropriate series, grade level, and title of assistant and other administrative support positions.

Effect of the Work – Work affects the quality and the adequacy of position classification.

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Level 5-3: Human Resources Assistant (Recruitment & Placement), GS-0203

Scope of the Work – Rates employees for promotion and proposes order of selection according to established examining criteria and technical methods.

Effect of the Work – Decisions affect the quality and adequacy of the rating of employees and subsequent selection for promotion.

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Level 5-3: Human Resources Assistant (Employee Benefits), GS-0203

Scope of the Work – Explains benefits options available to employees based upon analysis of individual cases. Processes claims that require identifying and substantiating relevant information.

Effect of the Work – Work affects the quality and adequacy of services the employee benefits program provides.

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Level 5-3: Human Resources Assistant (Human Resource Development), GS-0203

Scope of the Work – Prepares and presents classroom instruction for a limited number of basic subjects. Determines whether proposed training will affect employee qualifications or eligibility for entry into other support or assistant positions or career patterns.

Effect of the Work – Work affects the quality of the training program and employee qualifications or eligibility for future positions.

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Level 5-3: Human Resources Assistant (Performance Management), GS-0203

Scope of the Work – Supports and assists the office by recommending dollar amounts of awards, preparing summary descriptions of approved awards, and outlining the reasons why the awards committee did not recommend approval.

Effect of the Work – Work affects the quality of the awards program and employees' understanding of why they did not receive an award.

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Level 5-3: Human Resources Assistant (Employee & Labor Relations), GS-0203

Scope of the Work – Interviews supervisors to develop facts about reported rumors or to obtain background information regarding particular incidents or working conditions. Summarizes relevant facts for use by specialists.

Effect of the Work – Work affects the quality of program operations and services and the adequacy of information needed by specialists in the labor relations area .

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APPENDIX H – HISTORICAL RECORD AND EXPLANATORY MATERIAL

This appendix describes the development of this job family standard (JFS). We highlight some key dates and milestones and provide information about proposals we tested and about our deliberations as we crafted the final version of the standard for issuance. We believe users will find the information helpful as background for understanding and applying the job family standard. Readers with extensive position classification experience may recall the forerunner of this appendix as the Explanatory Memorandum that we formerly issued with some final position classification standards.

KEY DATES AND MILESTONES

In **1997**, the Classifications Programs Division (CPD) within the Office of Personnel Management (OPM) resumed an earlier effort to study occupations in the personnel management group, which by then was more often referred to as human resources management (HRM). We officially notified the agencies that we would be developing a job family classification standard and began our factfinding. At that time, we added the GS-0203, Personnel Clerical and Technician Series, to the study and subsequently also added the GS-0204, Military Personnel Clerical and Technician Series to develop a job family standard for assistance (formally clerical and technical) work in the group. The Department of Defense (DOD) raised immediate concerns that such factfinding would be premature and misleading if we conducted it at that time. DOD was in the midst and immediate aftermath of its downsizing, base closures, regionalizing of HR operations, and centralizing of HRM policy leadership. As a result, OPM delayed its factfinding at DOD locations until **1998**.

In **January 2000**, OPM electronically released the Draft Job Family Position Classification Standard for Assistance Work in the Human Resources Management Group, GS-0200C, for agency review, comment, and test application. In this appendix, we present those proposals, discuss agency comments, and describe how we resolved various issues in this final job family position classification standard for assistance work.

RESULTS OF AGENCY REVIEW, COMMENT, AND TRIAL APPLICATION

A. JOB FAMILY STANDARDS – GENERAL ISSUES. In addition to using the job family standard (JFS) approach to developing and issuing position classification standards, we make every attempt to simplify and streamline position classification concepts, documents, and procedures with every issuance of a new JFS. We tested and implemented several ideas in the GS-0200 Assistance Work JFS, with the help of agency HR offices and subject matter experts.

- 1. Using the Factor Evaluation System (FES) Format for All Job Family Standards.** Prior to April 1999, we polled the agency chiefs of position classification to determine their preferred format for classification standards (i.e., either narrative or FES).



Agency Comment: Almost unanimously, agency classification chiefs preferred the FES format.

Our Response: We developed this JFS – and will develop all future JFSs – in the FES format.

2. **Incorporating Hypertext Linking and Embedded File Features to Improve Navigation Through a Job Family Standard.** Job family standards can incorporate a significant amount of material about various occupations and specializations, only some of which will be relevant to a particular classification determination. Also, we continue to emphasize moving to an automated, electronic environment for using this classification guidance. Consequently, we included in the draft JFS links between factor level descriptions (FLDs) and the related illustrations for particular specialties, as well as other electronic features so that individuals applying the standard could be selective about the material that was actually displayed on the screen.

Agency Comments: Agencies were mixed in their reactions to these features. Many found them useful. Others found the separation of FLDs and illustrations in a printed version of the document to be confusing and cumbersome. In particular, the separation of titling and occupational information from the general guidance about series was unpopular.

Our Response: We have decided to retain the embedded links, particularly those that are designed to permit selective reading of illustrations. We believe this feature will be even more valuable in future JFSs that have a larger number of occupations. However, we have reunited all the guidance about series, titling, and occupational information near the beginning of a JFS. Also, we will retain links between our JFSs and the relevant qualification standards. We view the continued development of such features as important to fulfilling our general commitment to make classification less dependent on printed documentation. We believe that our agency customers, particularly those with limited classification experience, will find them beneficial. Of course, users who prefer having illustration material closer to the FLDs are free to print copies of the JFS and rearrange its pages in whatever manner they find most useful.

3. **Changing Titling Practices to Use “Assistant” for Administrative Support Positions.** We proposed a revision to the current position classification titling practice. We proposed to discontinue the use of the term “clerical” and “technician” from titling practices for administrative support positions within this standard, as well as all other job family standards that contain one-grade interval administrative support occupations. Some agency representatives have informally suggested that clerical work has evolved into assistant duties. They have also suggested that the technician title caused confusion with other types of technician type work such as the engineering technician series. Consequently, we proposed to change all titles within the draft job family standard for this one-grade interval administrative support work to “assistant.”



Agency Comments: The majority of respondents support the change. However, some respondents believe that the change will cause confusion about the different levels of assistance work.

Our Response: While the change in titling practice to use “assistant” consistently may cause some initial confusion for those accustomed to the former titling practice, we believe the new titling practice reflects the work performed and will eliminate confusion in the future.

4. **Guidance on Distinguishing One-Grade Interval Work From Two-Grade Interval Work.** The draft JFS released for comment did not include guidance on how to distinguish support (i.e., one-grade interval) positions from specialist (i.e., two-grade interval) positions. Such guidance had been provided in the 1976 standard for Personnel Management, GS-0201.

Agency Comments: Several commenters noted that such guidance was very helpful, particularly for users without extensive classification experience, and suggested that we restore such guidance to this JFS.

Our Response: We have added a section about “Distinctions Between Assistant Work and Specialist Work” to **GENERAL SERIES, TITLING, AND OCCUPATIONAL GUIDANCE**, and will include similar guidance in future JFSs where it is relevant. For example, the JFS for Administrative Work in the Human Resources Management Group, GS-0200, which is being issued simultaneously with this JFS, contains a similar section.

5. **Retaining “Knowledge Required by the Position” to Describe Factor 1.** As part of an ongoing effort to work with OPM’s Employment Service (ES) to integrate occupational studies and their related products more fully, we had proposed renaming Factor 1 to “Competencies Required by the Position.”

Agency Comments: Most agencies expressed concern about the confusion that using the “competencies” label could cause. Moreover, they noted, correctly, that the competencies that ES is looking at in their models are not confined to the classification and grading criteria covered by Factor 1.

Our Response: We will continue to use “Knowledge Required by the Position” as the name of Factor 1 in this and future JFSs. Factor level descriptions for this factor will continue to focus on the kind or nature of the knowledge and skill needed and how that knowledge and those skills are used in doing the work. We will also continue to work with ES to find appropriate ways to integrate our occupational studies and our respective classification and qualification standards.

6. **Using Generic Factor Level Descriptions for Factor 2 – Supervisory Controls and Factor 3 – Guidelines.** In our pursuit of creating classification guidance that is standardized across occupational groups, we have looked for ways we can make JFSs consistent and use similar language and approaches. It appeared to us that the nature of the FLDs needed for Factors 2 and 3 was such that we could craft generic criteria that would be suitable in multiple JFSs. We asked agencies to examine our proposed generic language and indicate



whether they preferred seeing similar language in other JFSs or more occupation-specific FLDs.

Agency Comments: Understandably, most agencies did not provide extensive comments on this issue. Those that did favored the idea.

Our Response: In the absence of any objection, we will issue this and future JFSs using principally generic FLD language for Factors 2 and 3. We should note that Factor 3 – Guidelines will often include at its start a more specific listing of particular guidelines that affect the occupations in the particular job family.

7. **Clarifying the Intent and Use of Illustrations for Assigning Factor Point Values.** When we first began issuing position classification standards in the FES format, they contained benchmark position descriptions (PDs) at various grade levels. These benchmarks were representations of real-life work situations, and our intent was to make them available as short cuts to position classification decisions. That is, users could use either a complete benchmark PD or any portion of a benchmark to justify assigning the appropriate levels and points to the PD being evaluated. In effect, our current practice of linking illustrations to FLDs gives the user such portions of benchmark PDs. An illustration does not describe an entire job across all the factors. Rather, an illustration provides information about a real-life work situation that is relevant to – or “illustrates” – a given factor level for a specific occupation or specialty within the job family.

Agency Comments: In a few instances, agency comments revealed some confusion about the intended use of illustrations, particularly when used in combination with FLDs and with respect to the concept of FES criteria expressing a threshold that must be met. In the test application of the draft JFS to existing PDs, some reviewers had concluded that unless the duties and responsibilities of the tested position fully met both the FLD threshold and the level described in a relevant illustration for that factor level, they could not assign the points for that level.

Our Response: We found it particularly useful to have this confusion brought to our attention, as we want to continue to use illustrations to add occupation- and specialty-specific guidance to enhance the more general FLDs, particularly for Factor 1 – Knowledge Required by the Position, Factor 4 – Complexity, and Factor 5 – Scope and Effect. By design, FLDs show the application of the Primary Standard to a given series or, in the case of this particular JFS, a cluster of specialties within the series. Consequently, we instruct users that the factor information in a PD must match the FLD fully for the evaluator to assign the points at that level. No such requirement exists with respect to illustrations, and we have revised the material on “*How to Use This Standard*” to clarify what illustrations are for and how users should apply them. We note that an illustration may describe a level of work that is somewhat higher than the threshold level of its related FLD and that a PD must fully match only the FLD to merit its point value.



B. THE GS-0200 ASSISTANCE WORK JOB FAMILY STANDARD – SPECIFIC ISSUES. We also tested several ideas that apply only to the assistance work in human resources management that this job family standard covers.

1. **Redesignating the GS-0200 Occupational Group as the “Human Resources Management Group, GS-0200.”** We proposed to revise the group name from “Personnel Management and Industrial Relations” to “Human Resources Management” to reflect general changes in the field.

Agency Comments: Agencies overwhelmingly favored this change.

Our Response: With the issuance of this JFS in conjunction with the JFS for two-grade interval administrative work, we are redesignating this occupational group as the “Human Resources Management Group.”

2. **Consolidating Existing Series Into a Single “Human Resources Assistance Series, GS-0203.”** Although OPM and the agencies had rejected widespread series consolidation for the General Schedule, CPD concluded that the HR occupational group presented a case where consolidation was justified and would in fact be helpful to agencies and employees. We proposed to combine the Military Personnel Clerical and Technician Series, GS-0204, with the Personnel Clerical and Assistance Series, GS-0203. The proposal reflected the basic similarity of the work involved in both series. The consolidated series would be called the Human Resources Assistance Series, GS-0203.

Agency Comments: Some agencies in the Department of Defense did not concur with our proposal to combine the civilian and military series. They stated that although the grading criteria of the JFS can apply to both civilian and military HR work, the two occupations should remain separate because the knowledge requirements about the two different HR systems are so different.

Our Response: While we acknowledge those agencies that expressed concern with our proposal to combine these series, we did not receive any strong or convincing rationale for keeping the two series separate. We believe that the basic knowledge of HR and the general kinds of work, if not the precise details, of the services to be performed are similar for both civilian and military situations. Moreover, the idea that a separate HR system should correlate to a separate occupational series would only lead to a further proliferation of barely distinguishable occupations given the current and likely future developments that will lead to Federal employees being subject to HR systems with some different characteristics. Our current practice is to consolidate similar series where it is reasonable as one way to help meet our strategic goal of simplifying the classification system. Consequently, we have proceeded to consolidate and rename these two series. We have established a specific parenthetical specialty title for military HR work that should serve many of the purposes that maintaining a separate series would.



3. **Establishing Parenthetical Specialty Titles:** In the draft JFS, we proposed six parenthetical specialty titles.

Agency Comments: Agencies provided mixed comments about the proposed specialties. Those who opposed series consolidation saw no reason for them. Others who supported or were more neutral about series consolidation raised questions about the distinctions among some titles and suggested dropping some that were unclear and adding others that would be useful. Late in the development process, we proposed using “Human Resource Development” rather than “Employee Development” to designate the specialty associated with training and learning management. A few commenters thought the latter expression was preferable, but the majority agreed that the Federal community has come to refer to these programs using the proposed term.

Our Response: We found all the comments helpful. As a result, we are establishing eight parenthetical specialty titles for the Human Resources Assistance, GS-0203 occupational series:

- (Information Systems)
- (Military)
- (Classification)
- (Recruitment and Employment)
- (Employee Benefits)
- (Human Resource Development)
- (Performance Management)
- (Employee & Labor Relations)

In addition, we have added guidance to clarify that agencies are still permitted to establish organizational titles.

4. **Clarifying FLDs to Provide Clearer Distinctions.** We asked agencies to comment on the quality and clarity of the standard and the grading criteria contained in the factor level descriptions (FLDs).

Agency Comments: While most agencies reported satisfaction with all of the FLDs, a few agencies requested clarification in some of the FLDs.

Our Response: We carefully reviewed and clarified the factor level distinctions by expanding the descriptions in the FLDs.

5. **Assessing Impact on Grades.** We followed our usual practice of requesting that agencies report any effects that applying the draft JFS had on the grades of the tested positions.



Agency Comments: While most agencies reported specific results, others provided general comments, such as “no impact” or “minimal impact.” The cumulative effects from the agencies that reported specific test application results showed that 95 percent of the tested positions had no changes in grade, while 2 percent faced potential downgrades and 3 percent were potential upgrades.

Our Response: Given these test application results and our efforts to clarify further the distinctions in the factor level descriptions, we concluded that it was appropriate to issue the final JFS.

